

CLAIMS

What is claimed is:

- 1 **A** 1. A multimedia contact center, comprising:
- 2 a communication receiving unit receiving multimedia communication data at a
- 3 contact center;
- 4 a rules-based recording unit storing the received multimedia communication data;
- 5 an evaluation unit analyzing the stored multimedia communication; and
- 6 a rules editor changing the recording rules based on the analysis by the evaluation
- 7 unit.
- 1 2. A method for monitoring contact center activity, comprising:
- 2 recording data associated with one or more communications with the contact
- 3 center, wherein the recording is based on a first set of one or more pre-determined recording
- 4 rules;
- 5 evaluating environmental data associated with the contact center against
- 6 predetermined data; and
- 7 automatically changing the first set of recording rules based on the evaluation.
- 1 3. A quality monitoring interface accessing contact center information, comprising:
- 2 a recording device recording multimedia data associated with a contact center
- 3 communication;
- 4 a database storing the recorded multimedia data;
- 5 an analyzer evaluating the recorded multimedia data; and
- 6 one or more display devices displaying one or more messages, wherein the
- 7 analyzer determines the one or more messages to be displayed.

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1 4. The quality monitoring interface according to claim 3, wherein the recording
2 device records multimedia data comprising two or more of: video data of an exchange between a
3 customer and a contact center agent; electronic mail data related to the communication; and
4 facsimile data related to the communication.

1 5. The quality monitoring interface according to claim 3, wherein the recording
2 device records multimedia data comprising two or more of: audio data of a conversation between
3 a customer and a contact center agent; video data of an exchange between a customer and a
4 contact center agent; web contact data regarding access to the contact center by a customer; video
5 data of an agent, graphical user interface screen data used by an agent; electronic mail data
6 related to the communication; facsimile data related to the communication; and key pad response
7 data from a party initiating the communication.

8 6. The quality monitoring interface according to claim 3, wherein the analyzer, while
9 evaluating the recorded multimedia data, compares the recorded multimedia data against
10 predetermined contact center standards.

1 7. The quality monitoring interface according to claim 3, wherein the analyzer, while
2 evaluating the recorded multimedia data, compares the recorded multimedia data against
3 environmental data associated with the operation of the contact center.

1 8. The quality monitoring interface according to claim 3, wherein the display
2 displays the results of the analyzer on one or more of: a workstation of an agent, a workstation of
3 a supervisor, and a display device viewable within the contact center.

1 9. The quality monitoring interface according to claim 3, wherein the one or more

2 A display devices displays information including one or more of: present queue states; historical
3 queue states; and agents whose performance has either exceeded or failed to meet contact center
4 performance standards.

1 10. A quality monitoring interface accessing contact center information, comprising:
2 an environmental recording device recording environmental data associated with
3 the operation of a contact center;
4 an agent data recording device recording information regarding the activity of a
5 contact center agent within the contact center;
6 an analyzer comparing the recorded agent data against contact center performance
7 standards; and
8 a display device presenting agent performance as analyzed against the
9 performance standards.

10 11 The quality monitoring interface according to claim 10, wherein the analyzer
11 adjusts the stored contact center performance standards based on the recorded environmental data
12 prior to comparing the recorded agent data against the stored contact center performance
13 standards.

1 A 12. A method for processing contact center information, comprising:
2 recording data associated with one or more communications with a contact center,
3 wherein the recording of data is controlled by a first set of recording rules;
4 analyzing the recorded data and environmental data associated with the contact
5 center against a predetermined set of standards established for the contact center; and
6 dynamically changing the first set of recording rules as a result of the analysis.

1 13. A method for rules-based recording of information at a communications contact

2 ^A center, comprising:

3 recording environmental data associated with the operation of a contact center
4 based on an active set of recording rules;
5 storing the recorded environmental data in a historical database;
6 periodically analyzing the stored environmental data to determine historical queue
7 states;
8 comparing the recorded environmental data against the historical queue states; and
9 implementing a new set of active recording rules upon detecting a change in the
10 queue state based on the comparison.

11 14. A method for changing rules for the recording of communications data at a
12 contact center, comprising:
13 determining at least one environmental factor of a contact center; and
14 automatically changing the recording rules upon detection of the determined
15 environmental factor.

16 15. The method for changing rules according to claim 14, wherein determining at
17 least one environmental factor comprises determining one or more incoming queue lengths.

18 16. A computer readable medium encoded with software to change the rules for
19 recording communications data at a contact center by determining at least one environmental
20 factor of a contact center and automatically changing the recording rules upon detection of the
21 determined environmental factor.

22 17. A recording rules changing apparatus for the recording of communications data at
23 a contact center, comprising:
24 a decision unit determining at least one environmental factor of a contact center;

4 ~~A~~ and

5 a rules changer automatically changing the recording rules upon detection of the
6 determined environmental factor.

1 ~~18.~~ A method for displaying contact center information, comprising:
2 recording data associated with one or more communications with a contact center,
3 wherein the recording is based on one or more recording rules;
4 comparing the recorded data against predetermined contact center parameters;
5 displaying messages to contact center personnel, reporting contact center activity
6 as compared against the parameters; and
7 storing said displayed messages.

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19. The method for displaying contact center information according to claim 18,
20 further comprising recording environmental data associated with the operation of the contact
21 center.

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22. A quality monitoring apparatus accessing contact center information, comprising:
recording means for recording data associated with a contact center communication;
storage means for storing the recorded multimedia data;
analysis means for evaluating the recorded multimedia data; and
one or more display means for displaying one or more messages, wherein the analysis means determines the one or more messages to be displayed.